

December 1, 2009

Lincoln Fire Chief Niles Ford  
Fire Station # 1 - Administration  
1801 Q Street  
Lincoln, NE. 68508

Dear Sir:

What Professionalism!!!!!! We are writing in regard to the recent fire at Burke Plaza - 6721 L St.

Your crews were on the spot immediately and made everyone feel at ease. It was a scary situation, as so many of us are older and don't get around very well. However, your men did everything with such ease and we just knew that we would be well taken care of.

Battalion Chief Dean from # 1 kept us well informed as to what was happening. He readily answered any questions. Also Jerid (EMT) and Tony (Paramedic) were so very kind and gave us blankets (from St. Elizabeth's Hospital) to keep us warm, as the doors had to be kept open. They made us feel like they knew each one of us personally, and joked with us also. The elevators were out of service and these two young men walked the stairs for anyone needing something from their apartment.

The Red Cross was "johnny on the spot" to give us snack bars. Food is always a welcome treat when emergencies exist. Chief, you were a welcome sight and we felt like that you indeed care about our building and we residents. You shook our hands and saw that your men were doing a very fine job.

We want to thank Eastmont Towers and Tabitha, as they called several times offering to help in any way, whether it be transportation or a place to stay. Then just "one" call to Russ's Market (66<sup>th</sup> & O) to tell them we had an emergency fire and we immediately had food for the whole building. What a generous gesture. We want to thank the Lincoln Housing Authority personnel who came to help in many ways, mostly fixing the lunch and seeing that each person was waited upon.

All residents are fine and grateful for a great place to live. We are so very appreciative of any and all who helped in any way, but mostly to our great Lincoln Firefighters, who truly are an asset to our community.

Sincerely.

A handwritten signature in black ink, appearing to read "Gina Grosenbach", with a long horizontal flourish extending to the right.

Burke Plaza Manager, Gina Grosenbach  
Burke Plaza Residents

cc: Mayor Chris Beutler  
Deputy Chief Leo Benes  
St. Elizabeth Hospital  
Red Cross  
Eastmont Towers  
Tabitha Health Care  
Russ's Market  
Lincoln Housing Authority